



**Announcement No. ST-FSN-10-15**

**POSITION:** INFORMATION ASSISTANT, FSN-8/FP-6

**OPEN TO:** All Interested Candidates

**OPENING DATE:** February 13, 2015

**CLOSING DATE:** March 2, 2015

**WORK HOURS:** Full-Time

**SALARY:** For salary information, contact the HR office  
The FP grade will be confirmed by Washington.

ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK PERMIT OR DOCUMENTATION THAT PERMITS THE APPLICANT TO WORK LEGALLY IN THE COUNTRY IN ORDER TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Tegucigalpa is seeking a candidate to fill the Information Assistant position in the Consular Section.

**BASIC FUNCTION OF POSITION:**

Serve as Information Assistant in the Consular Section at the U.S. Consulate General in Tegucigalpa. While administratively a part of the Immigrant Visa Unit, in fact the incumbent is responsible for providing information on all aspects of consular work at the Consulate. Manage all communication between the Consular Section and visa applicants, U.S. citizens, legal representatives, Members of Congress, the State Department, other U.S. government agencies and the public. Maintain a comprehensive understanding of the complex details of the Immigration and Nationality Act (INA) and evolving visa and American Citizen Services procedures and policies and all consular standard operating procedures. Exercise quality control and high service standards over all aspects of communication between the Consular Section and the public. The incumbent will also manage inquiries and applicant distribution in the Consular Waiting Room. During interview hours they will work with Embassy Greeters to properly direct applicants to the correct interview window. Outside of interview hours they will act as an indirect liaison with Embassy Greeters to handle issues with crowd management and applicant distribution and entry of applicants for follow up inquiries with the Consulate.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact Martha Nuñez at 2236-9320 Ext. 4518.

**QUALIFICATIONS REQUIRED:**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

<b>EDUCATION:</b>	Completion of secondary school is required.
<b>EXPERIENCE:</b>	At least two years of progressively responsible experience in work involving the application of relatively complex regulatory material along with extensive public contact or closely related work is required.
<b>LANGUAGE:</b>	Level IV (Fluent) in English and Spanish is required. This will be tested.
<b>KNOWLEDGE:</b>	Must acquire comprehensive knowledge of applicable U.S. immigration laws and visa regulations, visa processing guidelines and general office management practices, as well as Department of State (DOS), National Visa Center (NVC), Citizen Immigration Services/Department of Homeland Security (CIS/DHS) roles as they relate to visa processing. The incumbent must also be familiar with all American Citizen Service procedures and regulations. Must understand effective communication strategies for conveying written information.
<b>SKILLS AND ABILITIES:</b>	The jobholder must be able to use consular computer and Microsoft applications including spreadsheet and database management, as well as the ability to deal with the public with patience and tact and to work under pressure. The incumbent also must have the ability to translate/interpret professionally English to Spanish and vice versa, as well as the ability to apply good judgment in evaluating evidence and to apply relatively complex regulations. The incumbent must have excellent organizational, communications, and interpersonal skills, the ability to multitask efficiently with a high degree of accuracy in a very demanding work environment. Must be able to work independently. Must be able to adjust to changing priorities, respond to tight deadlines and short turnarounds and manage multiple tasks simultaneously. Must have good interpersonal skills.

**SELECTION PROCESS:**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

**ADDITIONAL SELECTION CRITERIA:**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.

2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees (OR) who have not worked in their present position for more than one (1) year are ineligible to apply.
4. Current Ordinarily Resident employees on a Performance Improvement Plan (PIP) or with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
5. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
6. Currently employed Not Ordinarily Residents (NORs) hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
7. All candidates for employment with the US Mission must pass a background/security investigation and a medical certification. Any employment offer with the US Mission is contingent upon a candidate's ability to secure the necessary certifications.

**TO APPLY:**

Interested applicants for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or
2. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; or
3. A current resume or curriculum vitae in English that provides the same information found on the UAE (see section 3A below for more information); plus
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

**By Mail:** Send to American Embassy, Human Resources Office, Room 335, and P.O. Box 3453, Tegucigalpa, Honduras.

**In Person:** Hand-carry and deposit in drop box located at the entrance of the American Embassy, Post # 3, Avenida San Carlos.

**Via Email:** [hrot3@state.gov](mailto:hrot3@state.gov)

**POINT OF CONTACT:**

Human Resources Office  
Attention: Martha Nuñez  
Telephone: 2236-9320 Ext. 4518; Fax: 2221-4002

**CLOSING DATE FOR THIS POSITION: MARCH 2, 2015**

The US Mission in Tegucigalpa, Honduras provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

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**SEE <http://honduras.usembassy.gov/vacancies.html> FOR ADDITIONAL EMPLOYMENT OPPORTUNITIES**

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## Appendix A

### DEFINITIONS

1. **Eligible Family Member (EFM)** - An individual related to a US Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **US Citizen Eligible Family Member (USEFM)** - For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
  - US Citizen; and,
  - EFM (see above) at least 18 years old; and,
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
    - Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    - Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
3. **Appointment Eligible Family Member (AEFM)** - EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
  - Is a U.S. citizen; and
  - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
  - Is listed on the travel orders *or approved Form OF-126, Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed *service* member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
  - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
  - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH)** - An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
  - Not an EFM; and,
  - Not on the travel orders of the sponsoring employee; and,
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

- A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** - An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).
- NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** - A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.
- EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

**Appendix B**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References